

Clinic Logistics & Planning

1. Are staff going to lose their positions?

Answer: There is no reason to suspect that eWIC will result in job loss. There may be some rearranging of duties, however all levels of staff are able to issue cards and educate about eWIC, which was also true of checks.

2. What equipment will the clinics need?

Answer: The clinics will continue to need signature pads and scanners. They will also receive card readers for issuance of eWIC cards (or numbers can be entered manually). The clinic will NOT need MICR cartridges, check stock or check printers once eWIC is rolled out.

3. What will the transition look like for state wide roll out?

Answer: We will launch eWIC statewide on **September 14th**, this means no more checks issued. However, participants will have been issued checks prior to this date that may extend as late as October 31st. Therefore there will be both eWIC and checks in circulation and used at the store from 9/14-10/31/17. Stores will be aware and able to handle these different transactions. Additionally, our NEW FOOD LIST will launch September 14th. There are a few items that people with checks cannot get, however this is limited and clearly indicated for them on the 2 page PAPER list (given to them with their Sept. checks). Also of note is that food packages will ALL need to be updated for eWIC issuance. To save time in clinics, staff will need to work ahead of appointments to update these items, and plan for additional appointment time when scheduling during the transition.

4. How and when will we be trained?

Answer: There will be 2 day in-person trainings in Helena for the Pilot area (June 5-6th), and then there will be 4 options for 2 day trainings in Helena, Billings, Great Falls and Missoula at the end of August and early-mid September. Lacy will ask for registrations when we get closer. Also, there will be online videos to review (eLearn modules for SPIRIT), policy updates, and a binder with all the training materials provided to each staff member. The State will also post information online, provide information via conference calls, and be available for technical assistance as requested. The SUPER USER in your agency will be responsible to field initial questions throughout rollout, and also to assist in training new staff that comes on later.

Participant Logistics and Common Concerns (also see Participant FAQ)

5. How many eWIC cards can a Household have?

Answer: 1. Note that the authorized representative may have a proxy shop for them simply by providing the card, PIN and what to buy/how to use instructions. Also, one person may have several cards if they are shopping for more than one household (as in foster care situations).

6. What if the card is lost or stolen?

Answer: The participant may cancel card and reorder by calling 844-583-3237 or going online to manage their account at www.mybnft.com, or they may call the local clinic to request the card be deactivated and reissued. A new card may be issued in person or mailed certified.

7. How will the participant know what their balance is?

Answer: Multiple ways. When issuing eWIC, the participant should be given a print out of their food package issued (family benefit), they will also be given an approved food list. They may also refer to the most recent store receipt; view balance online at www.mybnft.com, or (when ready) access benefits on the WIC Shopper App (coming Fall 2017).

8. Do participants still need to go to the clinic to get benefits?

Answer: Not necessarily. There are some activities that will still need to be done in the clinic, such as certification, checking height, weight and bloodwork (unless provided by healthcare professional), and education at certain appointments (may be done remotely). However, if all program requirements have been met, benefits may be loaded remotely. This is especially convenient if the participant only needs a food package update, such as a formula change or different dairy substitution.

9. What materials are going to be given to the participants?

Answer: The participant will be offered a cardholder when they receive their card.

- The eWIC card and instruction on how to set up the PIN (must be done prior to shopping)
- This holder will include important information on how to use and store the card and who to call for help if lost, stolen, or other assistance is needed. You can also store your shopping receipts and log your appointments here.
- An authorized food list (paper or booklet)
- Information on the WIC Shopper App for food list and balance inquiries
- Information on how to access the online portal and toll free number for balance and assistance

Retailer/Shopping Experience Specific Issues (also see "Retailer FAQ")

10. When will retailers be certified to accept eWIC?

Answer: The retailers will be certified in the few weeks leading up to roll out. In the Pilot Region (Helena, Townsend, Boulder, Whitehall, White Sulphur Springs, or Anaconda/Deerlodge), retailers will be able to accept eWIC as early as June 8th. For statewide rollout, stores will be able to process eWIC September 14th. It is IMPORTANT to note that participants from the pilot area will not be able to use their eWIC cards outside of the pilot region until Sept. 14th. However, stores will be capable of accepting checks all the way through October 31st when eWIC will be completed statewide for all participants.

11. If I notice a food item that I think should be authorized, but is not, how do I send that information to WIC?

Answer: There are a couple of options. If you have the WIC Shopper App on your smartphone, you can submit the product code, product information, and pictures (front and back labels) to the WIC State Office right there in the store. You may also go to our website at www.wic.mt.gov and submit your pictures and the product information via a fillable form that can be submitted electronically. We will review and either approve or deny within 3-5 business days. If you would like to follow up on the status, you may do so by calling 800-433-4298 or emailing wicupc@mt.gov

12. How will the store verify the person shopping is authorized to do so by WIC?

Answer: If the participant/customer has the card/PIN, they should be considered authorized to use it. The person is not required to show ID, their program booklet or anything else to verify their identity. The participant, or their proxy, may purchase WIC foods using the card and the PIN. The designated person in the family is responsible for the use of the card and anyone they delegate the task to.

13. With checks the WIC items had to be separated out and run as a separate transaction, how will eWIC work?

Answer: Generally speaking, the participant may run all of their products through at the same time. Most stores can handle multiple tenders (eWIC, SNAP, credit, cash, etc.). In this case you will need to RUN eWIC card first, before any other payments, to ensure that the WIC products are charged to WIC. However, to be sure, the participant should let the cashier know they will be using eWIC. If the store requires that you separate out your WIC products (if they have a "stand beside") then the cashier will help to organize the transaction.

Like with checks, the participant will have an opportunity to review the transaction and approve it at the terminal. Also, you are entitled to any deals the store is offering, like a discount or "2 for 1".